



FairPoint Communications  
1 Davis Farm Road  
Portland, ME 04103

### **BCP Components**

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

#### **Operational Preparedness for Expected Events**

Weather events such as snow, ice and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by National Oceanic and Atmospheric Administration ("NOAA")
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to deliver additional stock prior to the expected event
- Inspect, test and fuel emergency generators in anticipation of a power outage
- Reallocate / relocate staff in order to respond to the pending event

#### **Event / Crisis Communication Plan**

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part of the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order to increase our speed and reach of communications during an event.

#### **Redundancy Mapping**

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

#### **Department Recovery Plans**

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24-hour to 72-hour response plan. This methodology



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focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

#### **IT Recovery Plan**

Like most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

#### **Plan Maintenance and Exercising**

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.

FCC FORM 481

Line 1010 – Voice Service Rate Comparability

The pricing of the company's voice service rate is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA15-470 released on April 16, 2015.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Northern New England Telephone Operations LLC in New Hampshire provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The New Hampshire Retail Catalog pages outlining the terms of the Lifeline offering in Northern New England Telephone Operations LLC in New Hampshire is attached. The terms and conditions of residential local service can be found at <http://www.tariffs.net/fairpoint/tler.asp?cid=1644>.



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

NH Catalog

Exchange and Network Services

Part A Section 1

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Original

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

1. Catalog Information and General Regulations

1.6 Customer Assistance Programs

1.6.1 Reserved for Future Use

1.6.2 Lifeline

|    |  |
|----|--|
| A. | Lifeline is an assistance program which provides for a reduction in the monthly rate for one exchange service line per household for qualifying low income residence customers at the customer's principal place of residence.   |
| B. | In order to qualify for Lifeline assistance, the applicant must meet one of the following certification criteria.  |
| 1. | Applicant's total gross annual income must not exceed 135% of the federal poverty guidelines.  |
| 2. | Applicant must be approved for and/or receiving aid from one of the following assistance programs:   |
| a. | Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)   |
| b. | Federal Public Housing Assistance  |
| c. | Low Income Home Energy Assistance Program (LIHEAP)   |
| d. | Medicaid   |
| e. | Supplemental Security Income (SSI)   |
| f. | Temporary Assistance to Needy Families (TANF)  |
| g. | National School Lunch (NSL) free lunch program   |
| 3. | The applicant, at the time of application, must certify under penalty of perjury to be receiving benefits from at least one of the above assistance programs and identify the program(s) from which the customer receives assistance, or, if qualifying under the income criterion, present documents representing proof of total household income and certify to the accuracy of income and number of household members represented in the application. |
| C. | The Telephone Company will provide a credit in accordance with the following provisions.   |
| 1. | A recurring reduction of an amount equal to the End User Common Line Charge (EUCL) as per The FairPoint Telephone Companies Tariff FCC No. 1 and an additional recurring reduction applied to the monthly rate for one residence exchange service line furnished to an eligible residence exchange service customer at the customer's principal place of residence. This reduction may be applied to the monthly rate for the following services.        |
| a. | One or two party unlimited basic exchange service  |
| b. | Residence Measured Service   |
| c. | Residence Measured Service Four Element (4E)   |
| D. | The applicant, at the time of application, must certify under penalty of perjury to be receiving benefits from at least one of the above assistance programs and identify the program(s) from which the customer receives assistance.  |
| E. | The service of an eligible customer receiving the Lifeline credit may not be disconnected for non-payment of toll charges unless a waiver of this provision is granted by the PUC.   |
| F. | An eligible customer who elects toll blocking shall not be required to provide a service deposit to initiate the Lifeline credit.  |
| G. | A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to Lifeline customer without charge.   |

NH Catalog

Exchange and Network Services

Part M Section 1

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Northern New England Telephone Operations LLC  
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Sixth Revision  
Cancelling Fifth Revision

1. Exchange and Network Services

1.1 Catalog Information and General Regulations

| 1.1.1 Reserved for Future Use |                  |              |      |      |
|-------------------------------|------------------|--------------|------|------|
| ID                            | Service Category | Rate Element | Rate | USOC |
|                               |                  |              |      |      |
|                               |                  |              |      |      |
|                               |                  |              |      |      |

| 1.1.2 Payment of Bills |                         |                            |      |      |
|------------------------|-------------------------|----------------------------|------|------|
| ID                     | Service Category        | Rate Element               | Rate | USOC |
|                        | Returned Check or Draft | Per check or draft written | 5.00 |      |

| 1.1.3 Customer Assistance Programs |                  |  |      |      |
|------------------------------------|------------------|--|------|------|
| ID                                 | Service Category | Rate Element   | Rate | USOC |
|                                    | Lifeline         | Reduction in monthly exchange service rate – consisting of federal support | 3.09 |      |

(R)

**Please complete the statement below:**

The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is:

Year 1

[REDACTED]

Year 2

Year 3

[illegible]